GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:2796
ANSWERED ON:17.08.2004
CPWD SERVICE IN GOVERNMENT COLONIES
Singh Shri Prabhunath

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether the Union Government is aware of not providing satisfactory service to the residents living in Government colonies in Delhi by CPWD particularly in R.K. Puram, New Delhi;

(b) if so, the type of complaints lodged by the residents and the time taken in attending to those complaints and the reasons for the repeat in complaints; and

(c) the steps the Union Government proposes to take to ensure attending of the complaints of the residents satisfactorily?

Answer

MINISTER OF PARLIAMENTARY AFFAIRS AND URBAN DEVELOPMENT (SHRI GHULAM NABI AZAD)

(a): The endeavour of the government continues to aim at optimum satisfaction in the services in this regard.

(b): Different types of complaints are lodged by residents (list enclosed as annexure). The works of minor nature are attended to within 48 hour and works of major nature are executed through contract after following necessary formalities. The residents repeat the complaints in cases where there is either delay in attending to the complaints or the fault re-occurs.

(c): The steps taken include introduction of computerized complaint receiving & monitoring system, monitoring by senior officers and issue of guidelines to subordinate offices on this aspect.

ANNEXURE

ANNEXURE REFERRED TO IN REPLY TO PART (b) OF LOK SABHA USQ. NO. 2796 FOR 17.08.2004.

CENTRAL PUBLIC WORKS DEPARTMENT

COMPLAINTS REGISTRATION AND MONITORING SYSTEM

CATEGORY : ELECTRICAL

Complaint Code	Complaint Description	Complaint Code	Complaint Description
101	No Power	102	Sparking
103	Leakage of Current	104	Bell faulty
105	Socket or switch faulty	106	Fan not working
107	Regulator faulty	108	M.C.B. not working
109	Main switch faulty	110	Wireman required
111	Lift faulty	112	Replacement of Bulb
113	Replacement of Tube	171	Gate light faulty
172	Exhaust fan faulty	173	Geyser faulty
174	Heater faulty	175	A.C. faulty

CATEGORY : CIVIL

201	Drain blocked	202	W.C. blocked
203	Sewer man required	301	No water
302	Flush not working	303	Tap faulty
304	Pipe Leaking	305	Tank overflow
306	Flush overflow	307	Change of W.C. seat

308	Basin waste pipe broken	309	Sink waste pipe broken
310	Change of W.C.	311	Leakage in Drain Pipe
312	Plumber required	351	No unfiltered Water
352	Leakage in unfiltered water pipe	401	Plaster repair
402	Brick work repair	403	Seepage
404	Leaking Roof	405	Wall tiles repair
406	Mason required	451	Making AC opening
452	Ternite treatment	501	Glass pane broken
502	Door or window jammed	503	Door bolt faulty
504	Tower bolt faulty	505	Curtain rod replacement
506	Wiremesh broken	507	Welding required
508	Mirror broken	509	Glass shelf broken
510	Pelmet repair	511	Carpenter for misc. works
512	Jaffri Repair	551	Towel rod to be replaced
601	Polish or painting required	602	Polish or painting required
603	Painter required	651	Jaffri painting
801	Repair of furniture	802	Washing of curtains
803	Washing of Sofa Covers	804	Washing of carpet
805	Polishing of furniture from Bungalow	806	Return the Old Furniture
807	Send the old furniture	808	Repairing of Palmet
809	Painting of Sanitary Box	810	Painting of Frisking Shed
811	Repairing of glass panes of Center Table	812	Repairing of glass panes of Dinning Table

Complaint Code	Complaint Description	Complaint Code	Complaint Description
813	Repairing of glass panes of Frisking Shed	814	Repairing of Drapery Rods
815	Repairing of Curtains (Old) of Sofa Sets	816	Change of tapestry cloth
817	Change of tapestry cloth of Dinning Chairs	818	Change of tapestry cloth of Revolving Chairs
819	Reparing of Bed	820	Repairing of Safa Set
821	Repairing of Wooden Almirah	822	Repairing of Side Board
823	Repairing of revolving chair	824	Repairing of Table/ Dinning Table
825	Repairing of Chairs/ Dinning Chairs	826	Repairing of Dressing Table
827	Repairing of Peg/Stool Table	828	Repairing of Folding B Table
831	Repairing of lock of Steel Almirah	832	Repairing of lock of side Board
833	Repairing of Chicks	834	Repairing of Sanitary Box
835	Repairing of Frisking Shed	836	Replacement of Mattress
837	Change of Cotton Mattress	838	Change of table Top Glass

CATEGORY : HORTICULTURE

901	Mowing required	902	Mali required